



NAVAL SUPPLY SYSTEMS COMMAND

***Fleet & Industrial Supply
Center Norfolk, Virginia***

Delivering Combat Capability Through Logistics

***Ready. Resourceful.
Responsive!***

**Sid Etherington
Executive Director**

Command Responsibilities



**Commanding Officer
Fleet and Industrial Supply Center
Norfolk, Virginia**

**Regional Supply Officer/
Logistics Program Director
Navy Region Mid-Atlantic**



History

- 1919** Naval Supply Station (NSS) established
- 1927** Renamed Naval Supply Depot (NSD)
- 1938** Craney Island fuel depot added
- 1943** Cheatham Annex (2,800 acres) added
- 1948** Renamed Naval Supply Center (NSC)
- 1982** Pierside Procurement and ATAC hub established
- 1984** Ocean Terminal Container Processing Center completed
- 1992** Physical distribution transferred to DDNV
- 1993** Renamed Fleet and Industrial Supply Center (FISC), Norfolk
- 1995** NRCC Philadelphia and NRCC Washington incorporated into FISC Norfolk
- 1998** Installation Claimancy Consolidation initiated
- 1999** Regional Supply Program implementation completed; Logistics Support Center opened
- 2000** Regional Mail Center opened
- 2001** New Material Processing Center opened
- 2002** Learning Resource Center opened
Transformation of Supply Systems Command began
- 2003** Realigned under new COMFISCS organization
- 2004** MSI initiative implementation commenced

***86th anniversary
oldest & largest
supply center***



Our Mission

To provide the Navy, Marine Corps, Joint, and Allied Forces quality supplies and services

- **FISC Norfolk has:**

- ✓ *Transitioned from a wholesale/intermediate supplier to a consumer level provider*
- ✓ *Formed partnerships with fleet and industrial customers throughout the Mid-Atlantic and other regions*
- ✓ *Maintained its commitment of “Service to the Fleet,” the traditional motto of the Navy’s oldest and largest supply center*



Area of Responsibility



Mission Execution

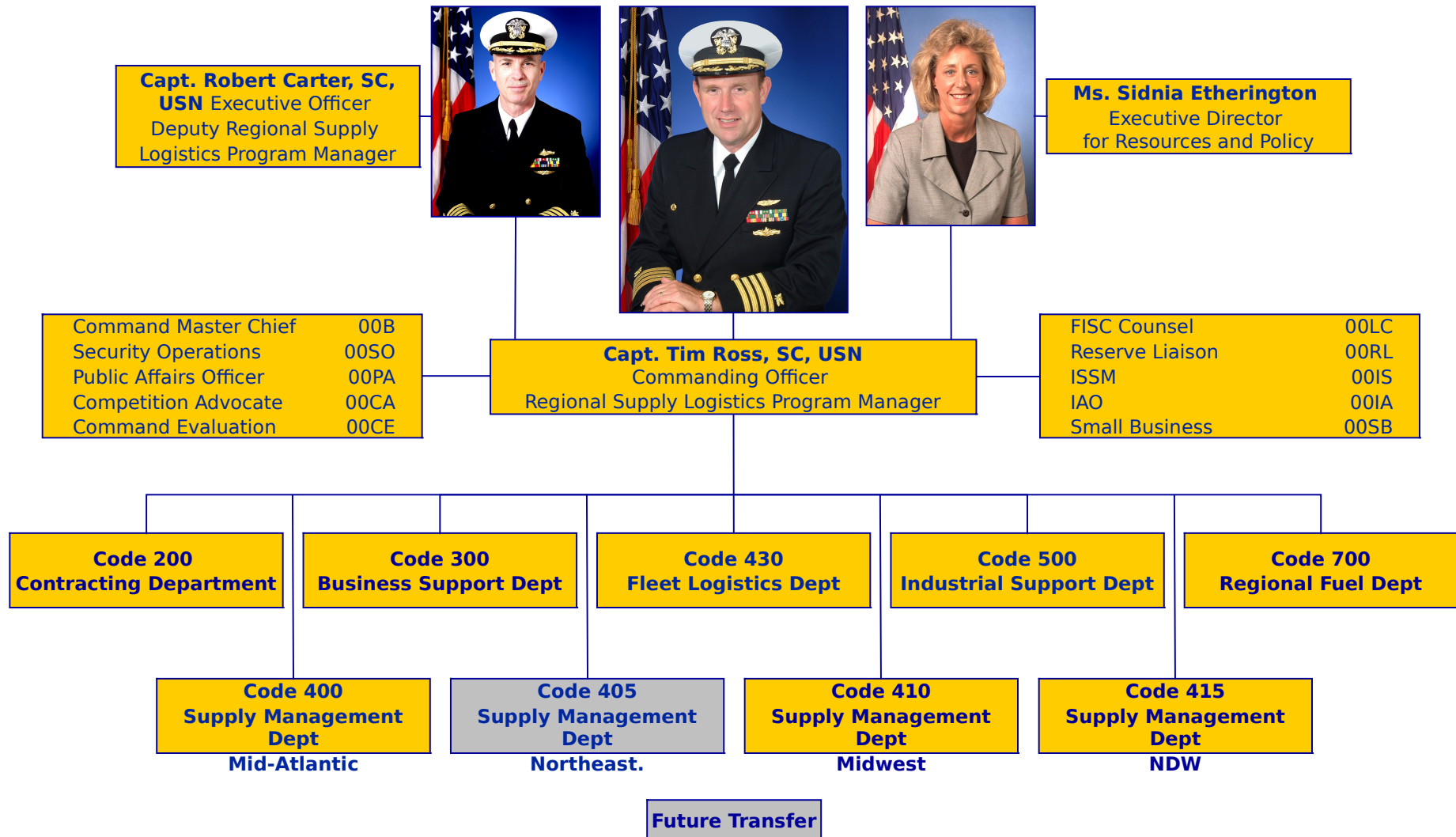
- **Built on:**

- ✓ *Delivering products and services that provide effective combat capability while ensuring best value to the war fighter.*
- ✓ *Developing our people into a skilled and flexible logistics team that is involved, motivated, and focused on enterprise goals.*
- ✓ *Demanding and achieving the highest standards of quality of service.*
- ✓ *Becoming a leader in joint logistics.*
- ✓ *Being the preeminent military logistics enterprise by leveraging technology, best business practices, and world class communications.*



**Combat Capability Through
Logistics**

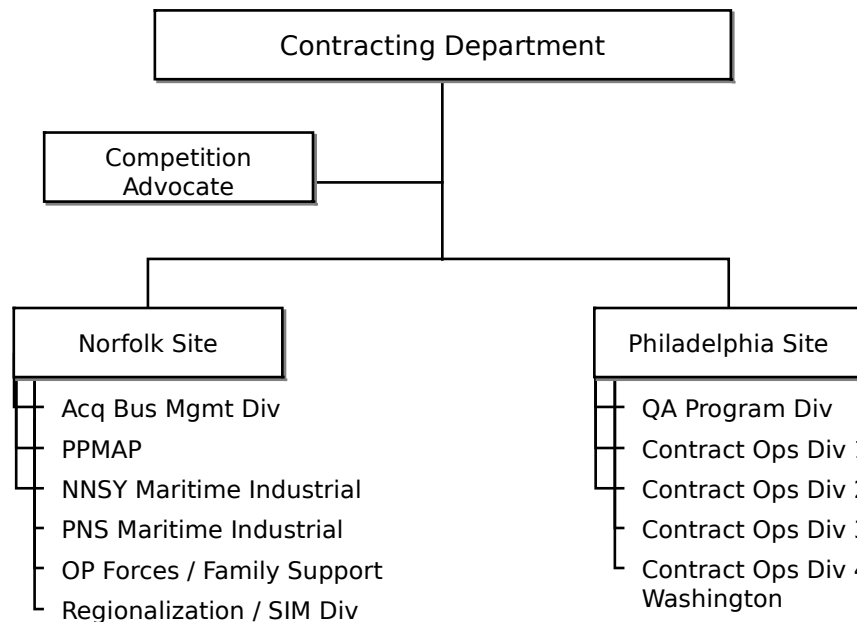
FISC Norfolk Organization



Contracting Department Code 200

- **Size/Scope FY04**

- ✓ **Number of Contracts - 18,495**
- ✓ **Contract volume - \$1.95 Billion**



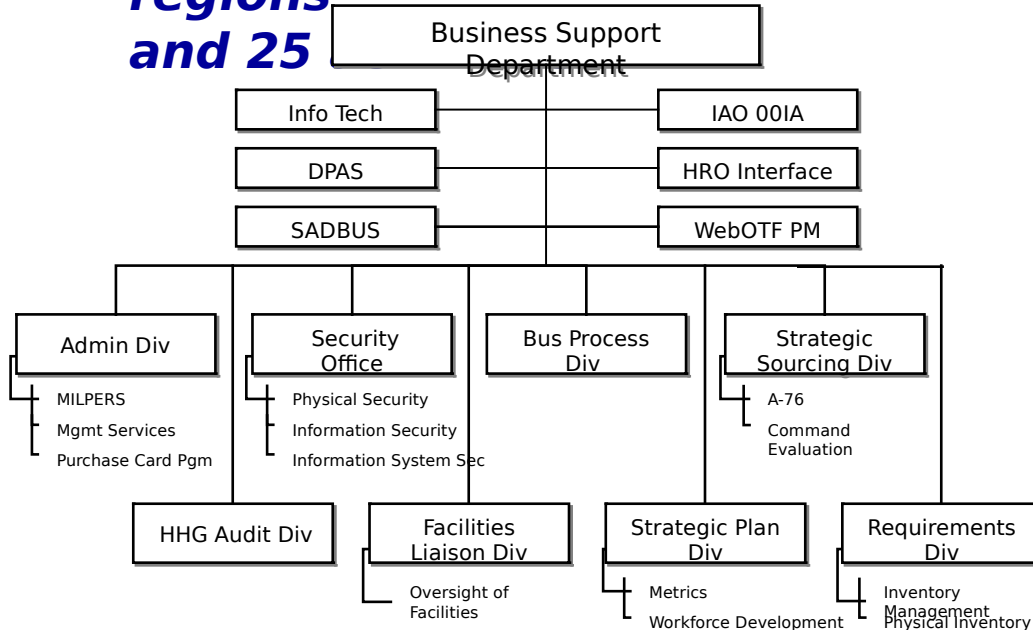
P&S

- GISCM
- RISCIM
- HHG
- Requisition Processing
- Logistics Integration
- Warehousing
- Contract Authority
- PPMAP

Business Support Dept Code 300

- **Size/Scope**

- ✓ **FY04 Inventory Management of 336,000 line items valued at over \$3.8 Billion**
- ✓ **Business Support office support four regions and 25**



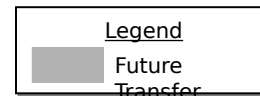
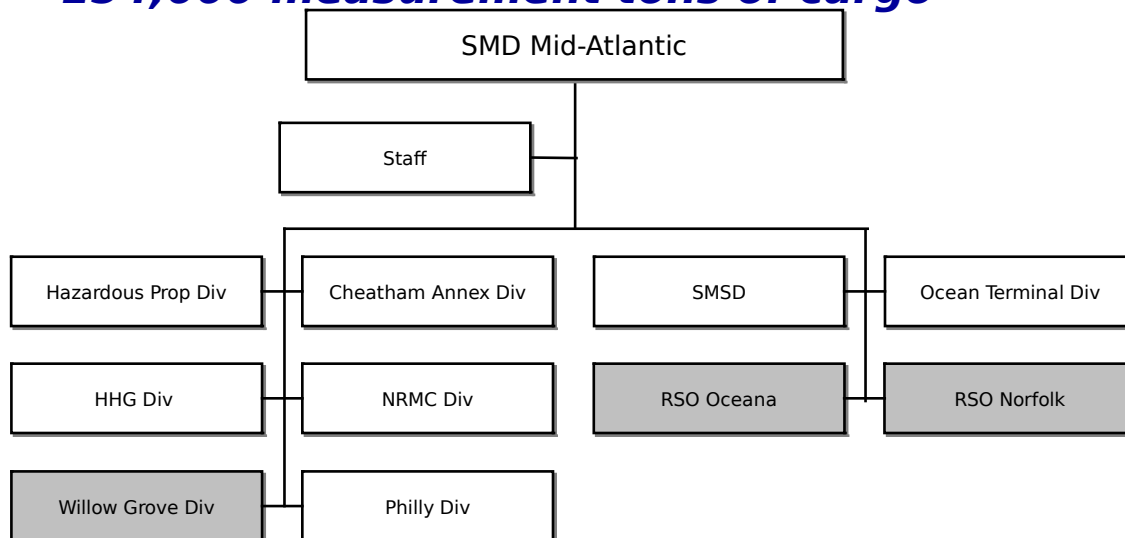
P&S

- General & Administrative
- GISCM
- Household Goods
- Logistics Integration
- PP&E Program Admin
- RISCIM

SMD Mid-Atlantic Code 400

- **Size/Scope FY04**

- ✓ **HHG processed 19,328 outbound moves and 14,658 inbound moves**
- ✓ **Mail Services handled over 10,000,000 pieces of mail**
- ✓ **Ocean Terminal operations processed over 154,000 measurement tons of cargo**



P&S

- GISCM
- Household Goods
- Mail Services
- Special Material Services
- Ocean Terminal
- RISC

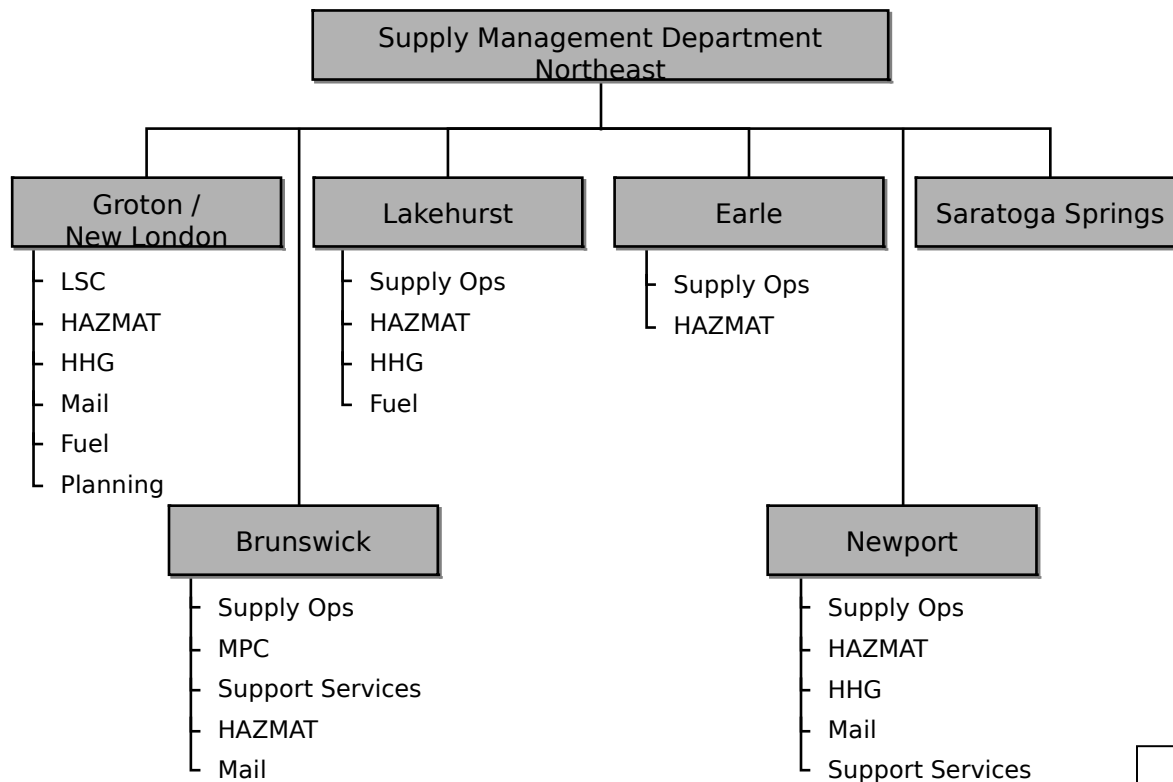
- ✓ Requisition Validation
- ✓ Inventory Management
- ✓ Movement of Material
- ✓ Storage & Warehousing
- ✓ HAZMAT Management
- ✓ New Construction ILS

- ✓ Repair and Modernization ILS
- ✓ PEB Contracts
- ✓ Contracting

SMD Northeast Code 405

Future
Transfer

• Supply Support for Northeast Reg



P&S

- Household Goods
- Mail Services
- RISC

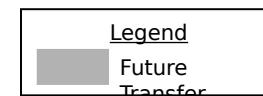
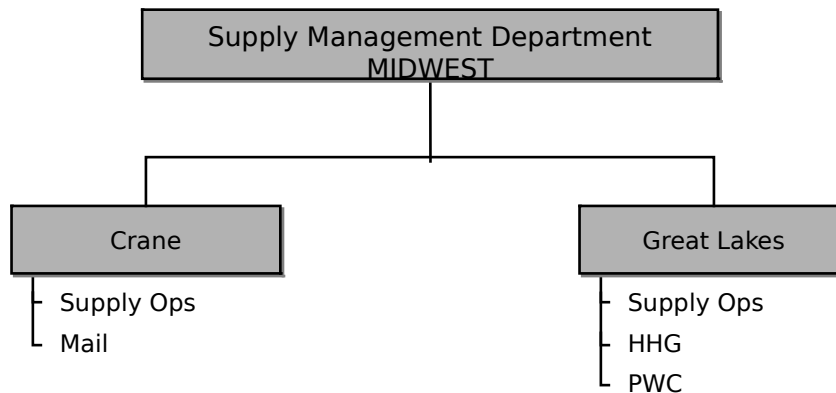
Legend

Future
Transfer

SMD Midwest Code 410

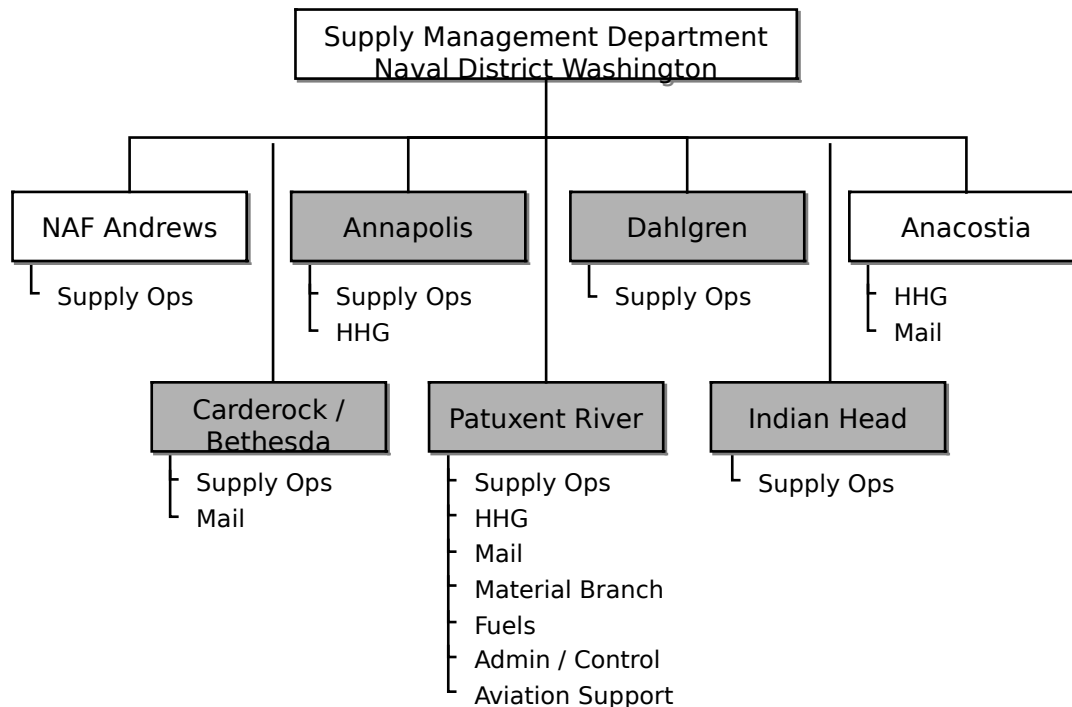
Future
Transfer

- **Supply Support for Midwest Region**



SMD Naval District Washington Code 415

• Supply Support for Capital Region



P&S

- Household Goods
- Mail Services
- RISC

Legend

Future
Transfer

Fleet Logistics Department

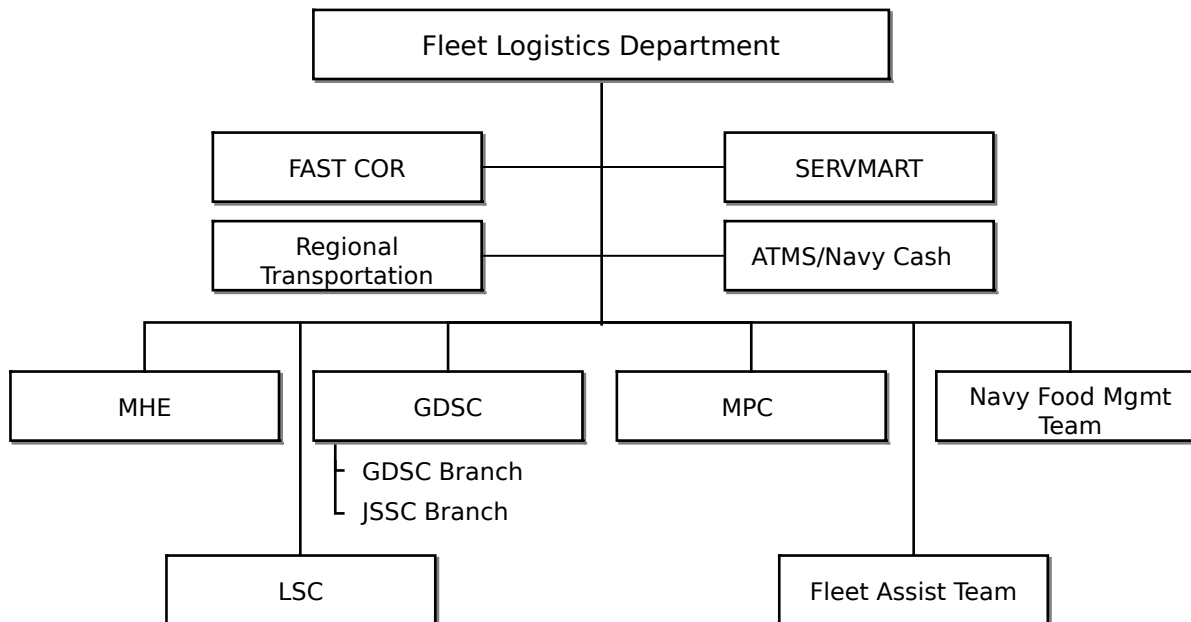
Code 430

• Size/Scope FY04

- ✓ *GDSC handled over 220,000 incoming, outgoing, and other messages/e-mails/faxes.*
- ✓ *Over 153,000 receipts processed by LSC.*
- ✓ *Over 5,700 ship visits by LSC personnel.*

P&S

- Fleet Assist Team
- GISCM
- Logistics Integration
- MHE Services
- Material Processing Services
- RISC



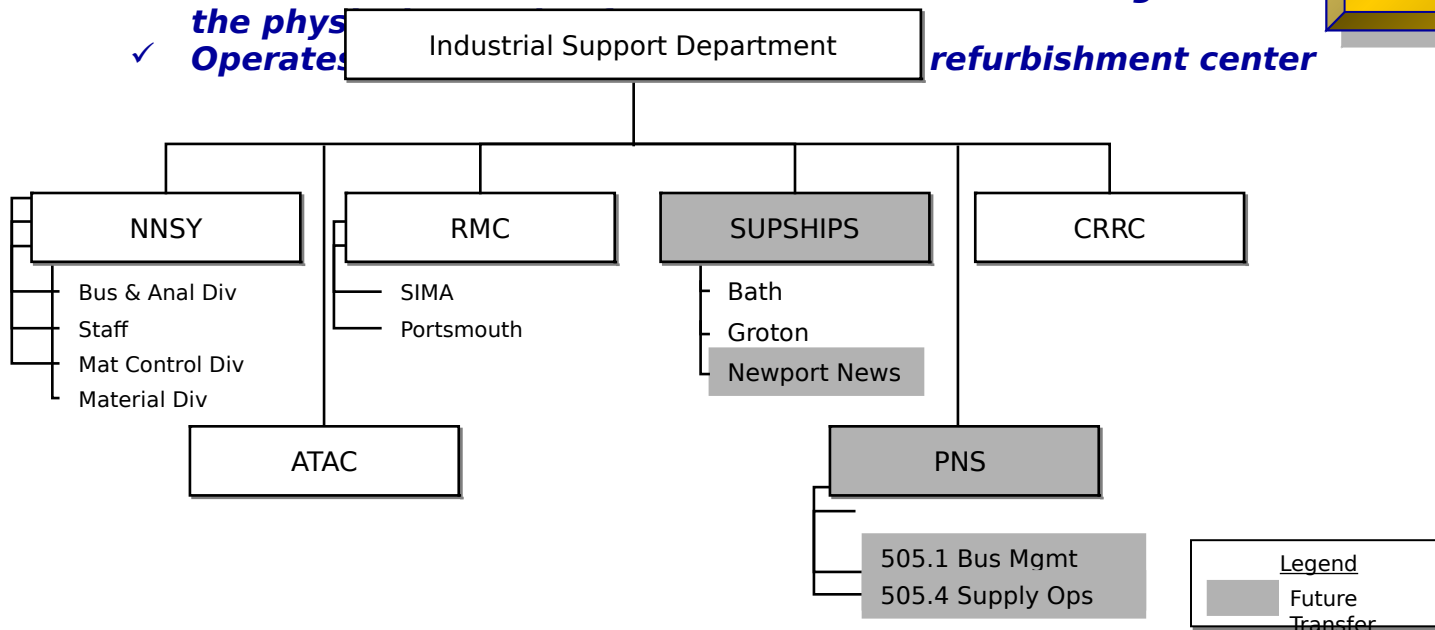
Industrial Support Dept Code 500

- **Size/Scope**

- ✓ Over 500 people at various SUPSHIPS, Shipyards, ATAC, and RMCs
- ✓ Provides industrial material support for Norfolk and Portsmouth Naval Shipyards as well as industrial material and ILS support to SUPSHIP Groton, Bath, and Newport News
- ✓ Operates Eastern Region ATAC program for DLR retrograde receipts, packing transshipments from all retrograde generators
- ✓ Acts as records custodian for aircraft and marine engines under the physical custody of the Naval Air Station, Norfolk
- ✓ Operates the Naval Air Station, Norfolk aircraft and engine refurbishment center

P&S

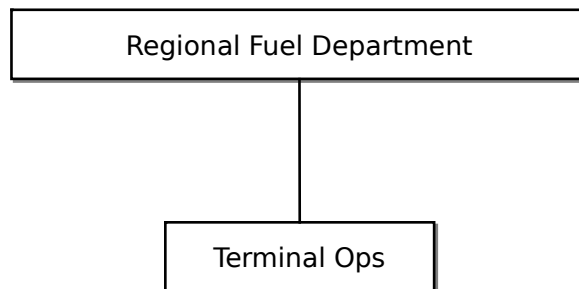
- General & Administrative
- GISCM
- RISC



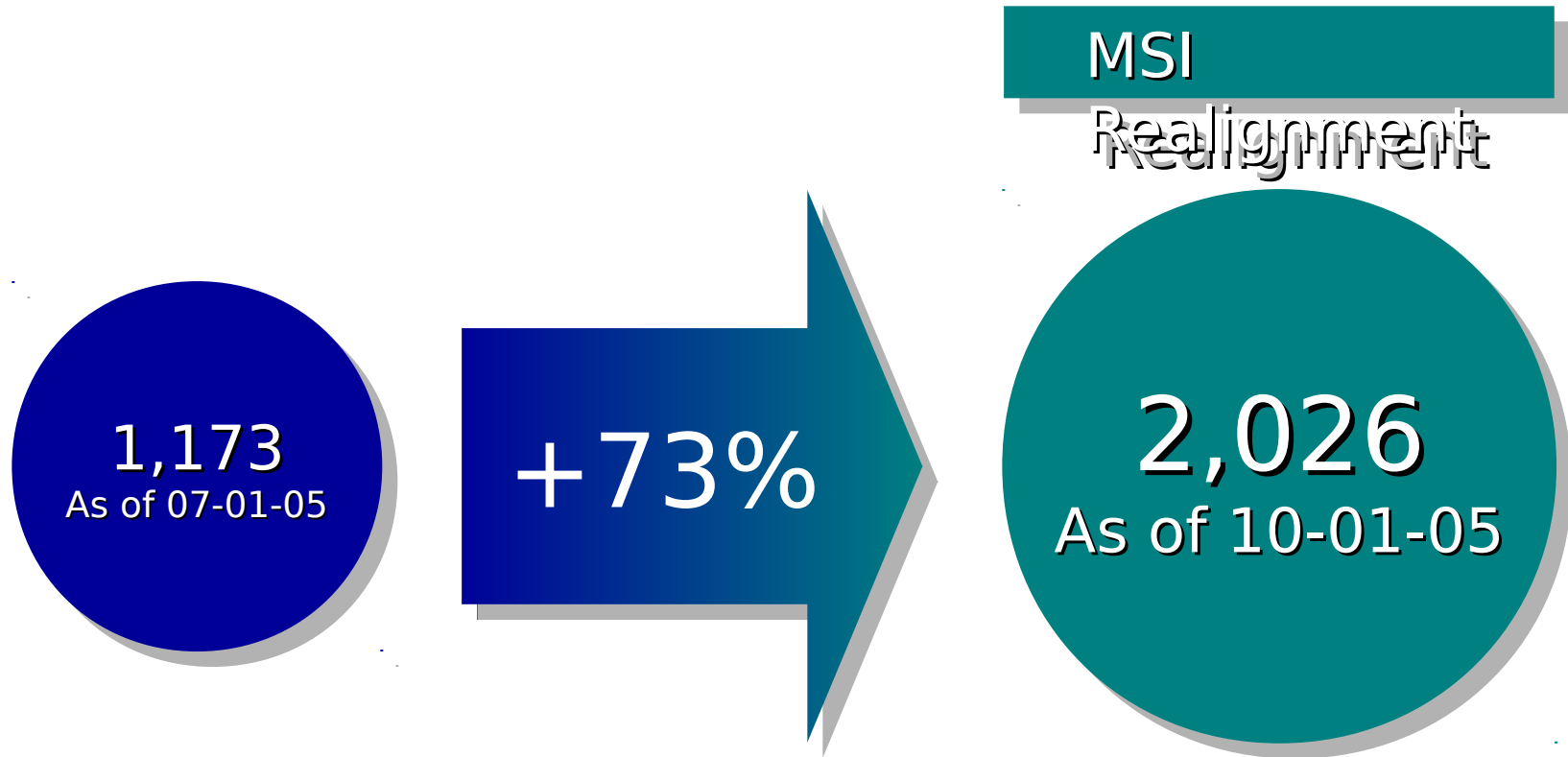
Regional Fuel Dept Code 700

- **Size/Scope**

- ✓ ***Craney Island - largest DOD Fuel Terminal in CC***
- ✓ ***FY04 Issues and Receipts 764,000,000 gallons***
- ✓ ***103,000,000 gallons of fuel storage at 5 termin***
- ✓ ***\$62 million MILCON projects programmed thru***



FISCN Staffing Dynamics



Quality Supplies & Services

Products and Services

- | | |
|-------------------------------------|--------------------------------------|
| 1. Regional Integrated SCM | 15.PMS CHRIMP |
| 2. Logistics Integration | 16.PMS PP&E |
| 3. Requisition Processing | 17.Special Material Services |
| 4. Fuel Services | 18.ERP SMART |
| 5. Global Integrated SCM | 19.Transportation Services |
| 6. Household Goods | 20.ERP Convergence |
| 7. Mail Services | 21.Strategic Sourcing Support |
| 8. Ocean Terminal Operations | 22.Socio-Economic Program |
| 9. Fleet Assist Team(s) | 23.PC Management & |
| 10.Material Processing | Coordination |
| Services | 24.Material Expediting |
| 11.MHE Services | 25.FMS Case Management |
| 12.PMS One-Touch Support | 26.Field Contracting |
| 13.Custody Asset Management | Oversight |
| 14.PPMAP Program Oversight | 27.PMS Presentation Silver |

Products and Services Snapshot FY04

Fuel - Craney Island



Over 764 million gallons

Contracting



Over \$1.9 Billion

Household Goods



Over 19,000 moves

ServMart



Sales over \$35 million

FISC Norfolk

ATAC



Over 298,000 Items Processed

Logistics Integration



Over 45,000 Actions

Mail Services



Over 10 Million Pieces Handled

Inventory Managed



Over \$3.8 Billion

Logistics Integration (LI)

- **Logistics Support Center**

- ✓ ***Husbanding Service***

- Logistics Support Representatives (LSRs); single POC 24x7
Working with service providers: PWC, Port Ops, CNET,
TYCOMs, Navy Cash/ATMs at Sea, TARP, NFMT, FAT
Supply and Logistics training liaisons

- ✓ ***Material Processing Center***

- Customized receipt: detrash-deb
rip-sort-manifest-deliver
Redistribution of excess material

- ✓ ***Ships on-line to vendor***

- Medical Prime Vendor

- Subsistence Prime Vendor \$50M/

- ✓ ***Benefits***

- Personal contact with the waterfront
Bridge to ASDOF



Over 45,000 Actions in FY04

Logistics Integration *(continued)*

- **Global Distance Support Center (GDSC)**

- ✓ ***One-Call Simplicity***

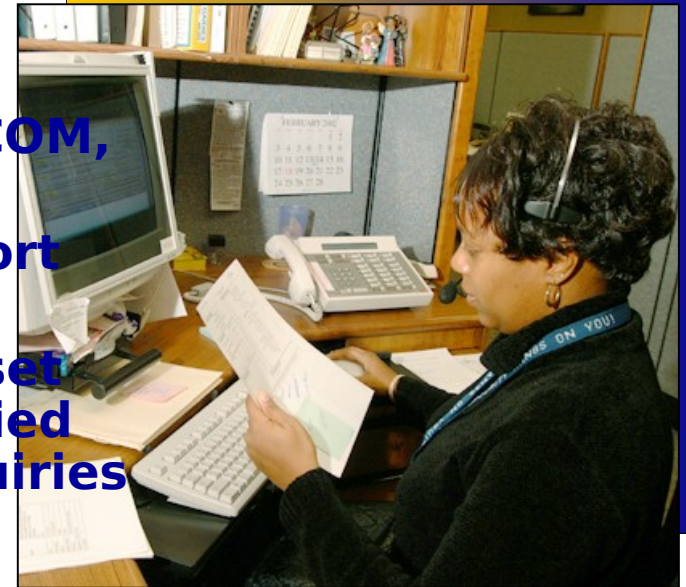
- Applying state-of-the-art customer contact technology
On-line access (24 x 7) to more than 50 logistics and technical databases

- Records visibility of over 200 activities; connectivity with 13 support centers including NEXCOM, FOSSAC, NAVSEA, DPAS, etc.

- Integrated with Logistics Support Center

- Focus on requisition status, asset status, new requisitions, modified requisitions, and customer inquiries

- **Integration with DS Portal**



Over 222,000 Actions in FY04

Contracting Department

- **Largest field contracting activity in NAVSUP**
 - ✓ *Provide contracting services for: RISCM, LI, FMS, Custody Asset Mgmt, HHG, Joint Plans and Exercises, and others*
 - ✓ *Norfolk, VA; Portsmouth Naval Shipyard; Norfolk Naval Shipyard; Washington DC; Philadelphia, PA*
 - ✓ *Regional oversight of Norfolk and Oceano*
 - ✓ *East Coast Purchase Card authority and oversight*
- **Full range of contract services**
 - ✓ *Afloat and deployable units*
 - ✓ *Waterfront and regional operational requirements*
 - ✓ *SYSCOMS and major claimants mission requirements*
- **Provide oversight for over 530 activities**
 - ✓ *Annual purchase card review for all activities*
 - ✓ *Triennial review of all purchase methods for PC Plus and SAP authority activities*



Over \$1.95 Billion in FY04 obligations!

Fuel Services

- **Bulk POL Management** - Performs receipt, storage, issue, quality surveillance and accounting of bulk liquid fuel and lubricating oil.
- **A-76 contractor operated**
 - ✓ *Performs all tasks related to operations, maintenance, fuel accounting, spill response, quality surveillance, etc*
- **Regional Fuel Office**
 - ✓ *Coordinates fuel operations*
 - ✓ *Regional advocate to DESC*
 - ✓ *MRE funds*
- **Modernizing fuel terminals**
 - ✓ *Increased efficiency*
 - ✓ *Increased inventory accuracy*
 - ✓ *Environmental*



**Over 764 Million Gallons in
FY04**

Household Goods

- **Annual activity - FY04**

- ✓ **Outbound moves - 19,328**

- ✓ **Inbound moves - 14,658**

- **Services**

- ✓ **Entitlement counseling**

- ✓ **Inbound shipments**

- ✓ **Outbound shipments**

- ✓ **Shipment inspections**



Mail Services

- **Four regional locations** (Tidewater - Washington, DC - Philadelphia, PA - Mechanicsburg, PA)
- **Tasks include receipt, pick-up, collect, sort, consolidate, meter, dispatch and deliver incoming and outgoing Fleet and Official mail.**
- **Customer base**
 - ✓ *DoD agencies* 7
 - ✓ *Shore commands* 600+
 - ✓ *Afloat units* 105
- **Program Initiatives**
 - ✓ *Atlantic Fleet Postal Advisory*
IRT Installations
Cashless implementation
 - ✓ *Ombudsman/Ship newsletters*
 - ✓ *FLTFORCMD official mail management*
 - ✓ *Mail safety/security/training*
 - ✓ *Army/Navy Reserve training*



**Over 10 Million Pieces
Processed in FY04**

Ocean Terminal / CLF

- **Operates DoD ocean terminal**
 - ✓ *Services all branches of DoD*
 - ✓ *Largest military ocean terminal on east coast*
 - ✓ *Annual tonnage 154,000 M/T*
- **Fleet Support**
 - ✓ *Load/discharge ordnance/weapons*
 - ✓ *Combat Logistics Force (CLF) loadouts*
 - ✓ *Load/discharge Fleet Marine Force (FMF) material*
- **First DOD activity to effectively integrate passive radio frequency identification technology into a production environment**



**Over 154,000 Measurement Tons Processed
in FY04**

Fleet Assist Teams

- **Navy Food Management Team**
 - ✓ *Periodic food management assists - sanitation, equipment safety, FSM automated records, EOFY audit, private mess records, NEY program.*
 - ✓ *Laundry, barber and ship's store assist and training.*
- **Ship's Store Fleet Assist Team**
 - ✓ *Focus on 3 major areas: operations, merchandise programs, and pre- and post-deployment briefings.*
 - ✓ *Teams located in Mayport, Florida, Naples, Italy, Norfolk, Virginia, San Diego, California, and Yokosuka, Japan.*
- **ATMs at Sea/Navy Cash Team**
 - ✓ *Provide support, training and technical assistance for ATMs/Navy Cash customers; Navy Cash enrollment and installations; and roll-out of MPCC.*

Material Processing Service

- **Material Processing Centers (MPCs) provide:**
 - ✓ ***Customized receipt: detrash-debulk-rip-sort-manifest-deliver***
 - ✓ ***Redistribution of excess material***
- **Locations at:**
 - ✓ ***NAB Little Creek***
 - ✓ ***Surface & Submarine pier***
 - ✓ ***Defense Depot Norfolk Virginia (DDNV)***
 - ✓ ***Pier 8***



**Over 153,000 Receipts
Processed in FY04**

Material Handling Equipment (MHE)

- **Regional manager of Navy owned MHE**
 - ✓ ***Oversight of MHE service life extension program***
 - ✓ ***Maintain regional inventory/maintenance database***
- **Customer Oriented**
 - ✓ ***PM & repair service provided on-site***
 - ✓ ***96-hour repair turn-around***
 - ✓ ***Internet access to database for customer inquiries***
- **Assets Managed**
 - ✓ ***Afloat - 340 units***
 - ✓ ***Ashore - 176 units***
 - ✓ ***War reserve - 300 units***



Custody Asset Management

- **Receive, stow and issue for various Navy programs:**

- ✓ ***FMS***
- ✓ ***Small boat custody for NAVSEA***
- ✓ ***Navy Curator***

- **Expanding workload**

- ✓ ***NAVAIR***
- ✓ ***NALC***
- ✓ ***Emergency Ship Salvage Material Supply***



Cheatham Annex

Hazardous Material

- **Management of HAZMAT operations**

- ✓ ***HAZMIN centers located at:***

- Naval Station Norfolk

- NAS Oceana

- NAB Little Creek

- Fort Eustis

- ✓ ***Re-use store located at Naval Station Norfolk***

- ✓ ***195 partnered activities across all services***

- **Customer oriented**

- ✓ ***Two-hour delivery guaranteed***

- ✓ ***Excess material redistributed at no cost***

- ✓ ***Pierside pickup***



PPMAP Program Oversight

- Includes all costs related to providing oversight and guidance to activities exercising limited NAVSUP delegated contracting authority ranging from the micro-purchase (purchase card) threshold to the simplified acquisition threshold.
- Tasks include:
 - ✓ *Management and delegation of limited contracting authority*
 - ✓ *Purchase card, order under contract, and simplified acquisition procedure reviews*
 - ✓ *Training. Includes generation and analysis of purchase card transaction reports, performance of desk audits and on-site reviews, preparation of audit reports, and the conducting of stand-downs and follow-up reviews.*
- Teams are located at FISC Norfolk and FISC San Diego.)

Field Contracting Oversight

- ✓ ***Field Contracting Management - Related to NAVSUP 02 providing HCA oversight and guidance to activities exercising NAVSUP 02 delegated contracting authority.***
- ✓ ***Oversight of PMRS for NAVSUP Enterprise***

PMS PP&E

- **FISC Norfolk's role**

- ✓ *Standard Navy property catalog including over 12,000 line items*
- ✓ *System security*
- ✓ *Navy POC – Help Des*
- ✓ *System change propo management*

- **Leveraging One Touch capability**

- ✓ *Call center*
- ✓ *FISC web site*

NAVY WIDE
!

Navy Property, Plant and Equipment (PP&E)



Management Support

[Master Catalog Stock Numbers and Manufacture Records](#) **New!** 29 Jun05

[E-learning for DPAS](#) **New!** 24 Jun05

[Audit/Inspection Tools](#)

[Barcoding and Printers](#)

[Contact the Navy PP&E Support Team](#)

[DOD Forms](#)

[DOD/DON Policies and Procedures](#) **New!** 24 Jun05

[DPAS 16.5 Patch \(Installation Instructions\)](#)

[Eureka Management Reports](#)

[Inventory Management](#)

[Lease Information](#)

[Major Command Conference Presentations](#)

[Monthly Statistics/Metric Reports](#)

[Navy Overview](#)

[New Policy Regarding Use of National Stock Numbers](#)

[Official Correspondence and Messages](#)

[On Line Catalog Modification Request Form](#)

[Quick Reference Guide](#)

[Software & Security Information](#)

[Support Team Functions](#)

[Training](#)

[User Services](#)

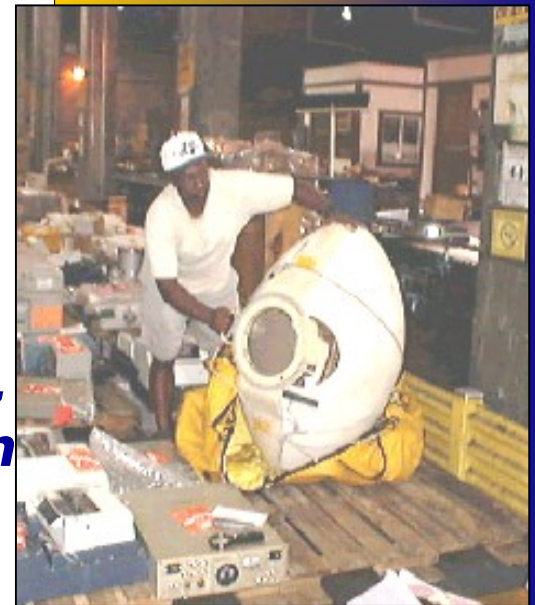
Advanced Traceability and Control (ATAC)

- **East Coast Repairable Hub**

- ✓ ***Turn-in point for all retrograde repairables***
- ✓ ***100% technical screen of all repairables***
- ✓ ***Transshipment point for east coast, European, and Middle East operating areas***

- **Benefits**

- ✓ ***Accountability of retrograde in the system***
- ✓ ***Ensures proper identification of retrograde early in process***
- ✓ ***5-day throughput / in-and-out hub***



**Over 298,000 Items Handled in
FY04**

Special Material Services

- **Navy Stock Point for inert nuclear ordnance material (0A/8A Cog).**
- **Military First Destination for DoE material transferred to DoD/Navy custody.**
- **Performs intermediate level maintenance on 0A/8A Cog training devices, test, handling, and use control equipment.**
- **Demilitarizes obsolete or unserviceable inert nuclear ordnance material as directed by ICPs.**
- **Processes classified DLR's to designated stock or overhaul points as an ATAC exclusion category.**
- **Regional distribution and transshipment consolidation turn-in point for small arms, Night Vision Devices, and other Sensitive Ordnance Items.**
- **Provides secure refuge for vehicles or containers.**
- **Provides global transshipment of sensitive and classified material for regional customers**

Super Servmart

**3PL
Integrati
on**

- Capitalizing on a commercial applicati
- Customer oriented (reduces ship workload)
 - ✓ *Special order / customer service desk*
 - ✓ *eCommerce via a secure Website with 24-hour delivery*
 - ✓ *Walk-in sales facility, pierside locations, free delivery*
 - ✓ *Training seminars*
 - ✓ *FISC purchasing agent and commodity representatives on-site*
- Key vital statistics
 - ✓ *8,000 items stocked 700,000 items available via special order*
 - ✓ *Over 28,000 in FY04 sales totaling \$35 million*



Office DEPOT
Business Services Division

GRAINGER.com

AE
Allied Enterprises, Inc.



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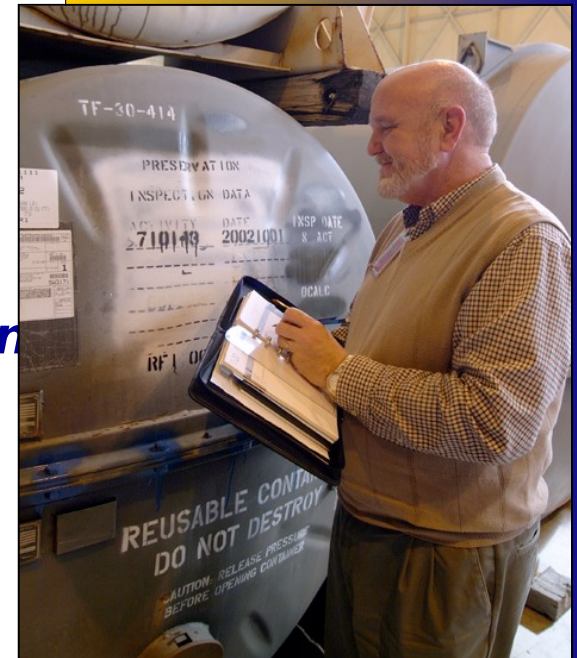
KIPPER TOOL ONLINE



VB
VIRGINIA
INDUSTRIES
BLIND

Inventory Management

- **Inventory management functions performed**
 - ✓ *Replenishment, dues management, MSIR maintenance, levels setting/forecasting, excess/disposal, range adds*
- **Industrial support:**
 - ✓ *Control shipboard repair parts*
 - ✓ *Manage engines*
 - ✓ *Operate container center*
 - ✓ *Manage co-locator activity*
- **Sites Supported:**
 - ✓ *Main: FISC Norfolk and Cheatham Area*
 - ✓ *RSO Norfolk*
 - ✓ *Overseas: Sigonella, Rota, Naples, and Keflavik*
 - ✓ *Ship Repair: NNSY, SIMA Norfolk, Yorktown, and Earle*



**Over \$3.8 Billion Inventory
Managed**

Transportation: NAVXPRESS

- **Regional transportation manager**
- **High priority and routine freight over scheduled routes**
- **Major customers:**
 - ✓ ***NNSY***
 - ✓ ***Regional maintenance center***
 - ✓ ***15+ partner sites***
- **Benefits:**
 - ✓ ***Same day delivery***
 - ✓ ***Pierside pickup***
 - ✓ ***Reduced requirements for drivers and vehicles***
 - ✓ ***Web-based tracking of material shipped***



NAVFAC Support

- **Regional locations** (Hampton Roads, Pennsylvania, New Jersey)
- **Tasks include-requisition processing, Shop Store/DMI inventory management, storage & warehousing, micro purchase support, HAZMAT/CHRIMP, expediting, m delivery**
- **Customer base**
 - ✓ *Transportation*
 - ✓ *Facilities*
 - ✓ *Utilities*
- **Program Initiatives**
 - ✓ *Supply Integration/Discipline*
 - ✓ *CHRIMP Integration*
 - ✓ *Purchase Card Reductions*



Maritime Integrated Logistics Support

- **New Construction**

- ✓ **Locations**

- Bath, ME

- Groton, CT

- Newport News, VA

- ✓ **Includes**

- Provisioning, configuration development, Planned Maintenance System (PMS) reviews, shipboard configuration validations/audits, Fitting out functions, and transportation management.



George H.W. Bush,
CVN-77

- **Repair and Modernization**

- ✓ **MARMC realignment 10-01-05**

- ✓ **Includes**

- Shipboard validation or audit, Technical Documentation, PMS documentation, OBRP & MAM support, etc.

SMD - NDW

Carderock and Philadelphia Supply Operation Branches

- **Provider of Supply Services for the NSWC Carderock Division**
 - ✓ ***Inventory Management***
 - Shop Stores - Sponsored Owned Material - Technical Screening - MILSTRIP Requisition
- **Warehousing**
 - ✓ ***Receipt and Issue - Stowage - Shipping - Redistribution & Disposal - Information Technology***
 - ✓ ***Certification - Packing***
- **POL Management**
- **Hazardous Material (HSMS)**
 - ✓ ***MILSTRIP Procurement of HM - Receive and Issue (DTO)***
- **Postal Operations**
 - ✓ ***Philadelphia Site***



FISC Norfolk is...

- **Delivering combat capability through logistics**
- **Balancing resources, risks, and performance**
- **Refining the logistics broker role**
- **Staying focused on the customer**
- **Retraining our people to succeed**
- **Leveraging technology in a global marketplace**



**Ready. Resourceful.
Responsive!**